

Children's Services Program Management Standards

- PM #1 The agency shall provide regular community awareness and public education programs on:
- recognizing and reporting abuse, neglect and dependency; and
 - community coordination and cooperation in service provision.
- PM #2 The Community Child Protection Team shall operate in accordance with state law and policy, which requires the review of active cases and fatalities, that has a broad based membership.
- PM #3 Work schedules of staff shall be sufficiently flexible to meet client needs.
- PM #4 Each agency shall have specific written procedures for receiving CPS reports and for providing supervisory support for decision making 24 hours a day.
- PM #5 Social work supervisors and social work staff shall complete pre-service and in-service training required by state law and the Division of Social Services.
- PM #6 Average caseload sizes shall be no greater than:
- Child Welfare Intake: 1:100 a month;
 - Investigative Assessment: 1:12 families at any time;
 - CPS Case Planning & Case Management: 1:12 families at any time;
 - Foster Care and Adoption Caseloads: 1:15 children at any time;
 - Post-Adoption Service Casework: 1:15 families at any time;
 - Recruitment: 1:200 foster and adoptive families a year;
 - Licensure: 1:32 foster and adoptive families at any one time;
 - Training 1:120 foster and adoptive parent training a year; and
 - Home studies: which do not generate a fee 1:120 families a year.
- PM #7 Supervisor/worker ratio shall not exceed an average of one FTE supervisory position to five FTE social work positions.
- PM #8 The agency shall be able to readily access information that provides:
- the number of FTE staff positions budgeted;
 - the number of FTE staff positions filled;
 - the number of reports received and the number of reports screened out, by month and year;
 - the number of open investigative assessments by month and year;
 - the number of investigative assessments requiring more than 30 days to complete, by month and year;

- the number of case planning and case management cases, by month and year;
- the number of children who are in agency custody and/or placement responsibility and demographic data;
- the number of children waiting adoptive placement;
- the number of children who experienced adoption disruption before the final decree has been entered;
- the number of licensed foster care homes; and
- the number of other child welfare related services/cases provided.

- PM #9 The agency shall follow the confidentiality requirements which are contained in law and policy.
- PM #10 The agency shall have access to sufficient attorney time in order to accomplish effective delivery of children's services.
- PM #11 The agency shall have a written plan for ongoing recruitment of foster/adoptive families for the children it places that complies with MEPA/IEP and is approved by the Division of Social Services.
- PM #12 The agency shall have a written policy that the agency discusses with and provides to prospective adoptive and foster parents in reference to rights responsibility and procedures, including licensure and Adoption Assistance. At a minimum, the information shall outline descriptions of the children needing placement, the availability of Adoption Assistance, the compensation package for children needing placement, the procedure for requesting and receiving post-adoptive services, and referral procedures to other child-placing agencies for families they are unable to serve.
- PM #13 The Permanency Planning Action Team shall be composed of a minimum of five persons, including a person from the agency in a management position responsible for children's services, the child's social worker and a community member.
- PM #14 The Agency Adoption Committee shall be composed of a minimum of three persons, including a person from the agency in a management position in children's services, the child's social worker(s) responsible for the placement and adoption functions of the child's case, and any other person required by law.
- PM #15 The agency shall have a written policy stating that pre-adoptive legal risk placements may be considered when in the child's best interests. Barriers and legal constraints must be discussed with the potential adoptive parents. Until the child is legally free for adoption, all

requirements of foster care, including licensure, shall be followed unless a court order sanctions the placement.

- PM #16 The agency shall have a written protocol and procedure to respond to adoption placement disruption/dissolution. The agency shall track and record the number of, and reasons for, disruptions/dissolutions.
- PM #17 At a minimum, the agency shall provide compensation to foster parents at State-established board rates. The agency shall provide funds for clothing and personal needs allowance when the child is in agency custody or placement authority.
- PM #18 The agency shall ensure that a discussion regarding discipline occurs with licensed placement providers (foster parents, licensed non-kin, residential care providers, etc.) The agency shall provide written policy and require an agreement to follow the policy as indicated by signatures. The written policy shall address the following issues regarding:
- child discipline must be appropriate to the child's chronological age, mental age, emotional make-up, and experience;
 - no cruel, severe, or unusual punishment will be tolerated;
 - deprivation of a meal for punishment, isolation for more than one hour, verbal abuse, humiliation, or threats about the child or family will not be allowed; and
 - corporal punishment is prohibited.
- PM #19 The agency shall make post-adoption services available to every adoptive family, as appropriate.